



SERVICES INCLUDED IN YOUR TRIP OFFER

- Accommodation at specified or similar hotels, breakfast included (in case of a very early tour, a coffee station may be available)
- Meals as indicated
- Park entrance fees
- All excursions mentioned, transportation included
- Tours with Spanish/English guide in international groups
- Transfers airport – hotel – airport
- Bus ticket and transportation to/from bus terminal as needed
- 24/7 emergency assistance throughout the trip

SERVICES NOT INCLUDED IN YOUR TRIP OFFER

- Flights
- Travel insurance
- Voluntary tips (suggested tip is 5 USD for half-day tours and 10 USD for full-day tours)
- Bank fees (incoming wire fees or 2.6% credit card payment fee)

Notes:

- Travelers must keep the immigration paper provided by International Police (PDI) upon arrival in Chile throughout the length of the trip.
- Travelers are responsible for all documents required to visit Chile or other countries visited during the trip (visa, reciprocity fees, etc).
- Turismo Milodon provides emergency contacts and the most up to date tour schedules available. However, local providers may deliver new schedules at each destination and these will replace any previous ones.
- Check in usually between 14:00 and 15:00
- Check out usually between 10:00 and 12:00
- Tour pick-ups may be delayed up to 30 minutes from the time indicated
- Tour services do not wait for travelers that are not ready at the lobby or pick-up location. This will be considered NO SHOW and no refund will be provided
- Images shown on the itinerary are solely a reference

Release of responsibilities

Turismo Milodon and its collaborators are not responsible for cancellations (flights, excursions, cruises, among others) or changes during the trip due to weather conditions, natural disasters, or social conflicts that do not allow the proper functioning of organizations (strikes, traffic blockades, demonstrations, wars, among others).

Turismo Milodon is not responsible for any extra charges that may occur due to the reasons mentioned above or due to changes in flight schedules (even if said flights were booked by Turismo Milodon) that may

interfere with the delivery of services previously agreed upon.

The opinion expressed by tour guides and drivers during the trip is the sole responsibility of those and do not necessarily represent the opinion of Turismo Milodon.

Turismo Milodon will not be held responsible for health problems or accidents occurring to travellers. Passengers must report any pre-existing medical condition in order to take preventive measures.

Regarding rental cars, Turismo Milodon simply manages the lease of the vehicle; any emergency on route must be directed to the car rental company.

International flights

International flights are not included in the price. It will be more attractive for the traveller to book international flights on his/her own. Often, online airfares are less expensive than what we can offer. However, we will gladly provide an offer for internal flights at the best available rate. Do not hesitate to contact us if you encounter trouble when booking international flights or if you have any questions.

National Flights

Domestic flights are not included in the price. We can offer domestic airfares which are usually the best available in the market. In order to book these flights, 100% payment is required and this is NON refundable except for special conditions such as death of a direct relative or illness that prevents travel (the aforementioned exceptions must be accredited with the respective certificates or medical notes).

Terms and Conditions

All our services are subject to final confirmation once full payment is received. A deposit equivalent to 20% of the trip is required to confirm reservations. Hotels will be confirmed only once the 20% deposit has been received.

The remaining 80% balance must be paid in full within 30 days of the start date of the trip. Non-compliance will be grounds for automatic cancellation of the reservation. Additional deposits may be required, applicable to certain tour packages (all-inclusive hotels such as Explora, Tierra, Alto Atacama; Cruises such as Australis, Skorpios, or another type of service that requires prepayment) or for group reservations (any party of 8 or more travelers is considered a group).

Cancellations

Cancellations are subject to the following fee schedule:

Days prior to start date	Cancellation Fee
Over 30 days	Deposit made or 20% of the total reserved
30-15	50% of total price
14-00	100% of total price

Special cancellation policies apply to flights, cruises, all-inclusive hotels, or any program that is subject to a different cancellation policy imposed by the provider. Please inquire.